



*Serving those who served*

# Voluntary Service Program

## OVERVIEW

Each of the ten medical centers within the VA Stars & Stripes Healthcare Network operates a structured volunteer program based on leadership and guidance provided by the U.S. Department of Veterans Affairs Voluntary Service Office in Washington. A voluntary service coordinator leads each medical center's program. These coordinators promote staff and volunteer training, the sharing of best practices, and achievement of both VA and VISN 4 goals.

## VOLUNTEER SERVICES

VISN 4 medical center volunteers engage in a variety of assignments, such as assisting with recreational activities, visiting inpatients, and escorting patients to various clinics (e.g., physical or occupational therapy). Other areas where volunteers help out include teaching patients to develop and utilize computer skills, assisting staff during home-care visits or at community-based outpatient clinics, and driving patients to clinic appointments as part of VA's volunteer transportation program. Volunteers may handle many other duties, too, depending on what a given facility's needs are and the individual volunteer's availability, skills, and desire.

## VOLUNTEERS and VOLUNTEER HOURS

VISN 4 has averaged over 6,000 regularly scheduled volunteers per year during the past five years. This extraordinary support has given our network approximately 700,000 hours of volunteer time per year, the equivalent of 335 full-time employees. There are also many youth (student) volunteers involved in assisting the hospitalized veterans. On average, about 1100 students have assisted our medical centers each of the past 5 years.

## DONATIONS

In recent years, individuals and veterans service organizations have donated nearly \$3 million in contributions of both cash and non-cash items through VISN 4's voluntary service program. This includes comfort items – such as combs, toothpaste, and deodorant – as well as bigger-ticket items, including TVs and new vehicles for the transportation program. These donations help to supplement and broaden the services provided to veterans by each Network medical center.

## TO LEARN MORE

Many exciting and rewarding experiences come out of serving our nation's veterans as a VA volunteer. For more information on volunteering or, making a donation, please contact one of the voluntary service coordinators listed on the back of this publication. You can also visit VA's voluntary service Web site at [www.va.gov/volunteer](http://www.va.gov/volunteer)



## VISN 4 VOLUNTARY SERVICE PROGRAM COORDINATORS

### VA Medical Center

### Program Coordinator

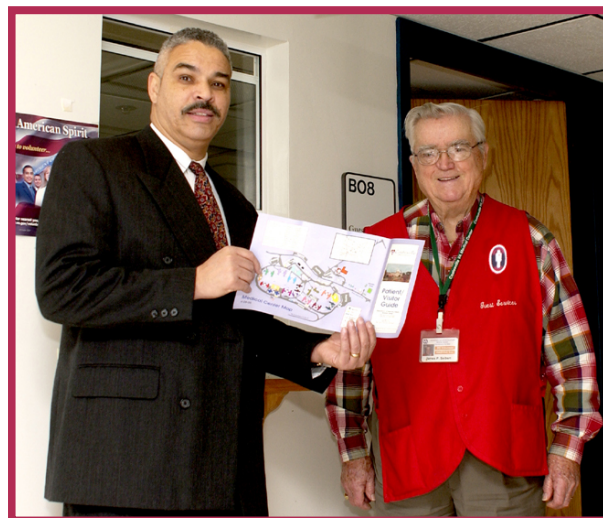
Altoona	Cynthia Eaton .....	814-940-7833
Butler	David Virag .....	724-285-2576
Clarksburg	Patricia Wilson .....	304-623-7621
Coatesville	Earl Johnson .....	610-383-0228
Erie	Karen O'Neal .....	814-860-2454
Lebanon	Kathy Trostle .....	717-228-6030
Philadelphia	Melissa Edonick .....	215-823-5800 x 6830

### VA Pittsburgh Healthcare System

University Drive	Patricia Caldwell .....	412-688-6222
Heinz	Dave Tomayko .....	412-784-3510
Highland Drive	Lori Kerr .....	412-365-4574
Wilkes-Barre	Kimberly Hoge .....	570-821-7237
Wilmington	Karen Cavanaugh .....	302-994-2511 x 4061



*Volunteers Brittany Ferguson and Ruth Gehman  
with veteran Martha Pettaway*



*Volunteer Coordinator Earl Johnson  
with volunteer James Seibert*

### VA Stars & Stripes Healthcare Network

U.S. Department of Veterans Affairs  
Delafield Road  
Pittsburgh, PA 15240  
Phone: (412) 784-3939 Fax: (412) 784-3940  
[www.starsandstripes.med.va.gov](http://www.starsandstripes.med.va.gov)



Distributed by VISN 4 Communications/External Relations Office  
January 2006